



Govan Help
Operations and Performance Manager
Application Pack
July 2025

GOVAN HOME AND EDUCATION LINK PROJECT

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Dear Applicant,

Thank you for your interest in the role of Operations and Performance Manager at Govan Home and Education Link Project (Govan HELP).

We are a growing place-based family support charity, established in 1996, that aims to improve the opportunities and outcomes for vulnerable children and families living within the Govan area. We offer a range of integrated, early intervention services to support children and families who are experiencing cumulative and chronic adversity.

We are looking for an Operations and Performance Manager to join our growing multi-disciplinary team to support both management and operational functions of the organisation.

We are looking for someone that has gained relevant experience in managing both operations and performance within a similar third sector or public sector organisation. The postholder will be expected to manage a busy and varied workload, have excellent communication skills and a positive friendly approach aligned with Govan HELP values.

Included in the pack is a Job Description to assist you with completing your application. If you would like to apply for the post, please send a CV and covering letter, outlining how your skills and experience are suited to the role, to Stephen McFadden, Head of Operations on stephen.mcfadden@govanhelpproject.org by 5pm on Monday 28th July 2025. Interviews are expected to be held in the week commencing 4th August 2025. Please feel free to contact Viv Sawers or Stephen McFadden, for an informal conversation about the role prior to application.

This is an excellent opportunity for the right candidate to join us to support the delivery and development of our services for families in the Govan area and we look forward to receiving your application.

Yours sincerely,



Viv Sawers
Chief Executive Officer



Operations and Performance Manager

Location: Govan Home and Education Link Project (Govan HELP), Govan, Glasgow

Salary: £35,000 per annum

Hours: 35 hours per week

Reporting to: Head of Operations

About Govan HELP

Govan HELP is a community-based Family Support Charity helping children and families in Govan thrive. We offer services including Family Support, Play Therapy, Adult Counselling, Volunteering and Training, and The Govan Pantry. We are rooted in **compassion, inclusion, and collaboration**.

Role Purpose

The Operations and Performance Manager will ensure the efficiency, impact, and sustainability of our services. You will lead on performance improvement, data monitoring, and impact reporting to help Govan HELP demonstrate value, drive continuous improvement, and make informed strategic decisions.

Key Responsibilities

1. Operations Management

- Oversee daily operations across departments.
- Manage budgets, resources, and procurement efficiently.
- Improve processes and streamline service delivery.
- Support the Head of Operations in leading and motivating staff.
- Ensure compliance with policies, procedures, and safety standards.
- Oversee recruitment, training, and performance reviews.

2. Performance Monitoring & Reporting

- Develop systems to track KPIs and service delivery outcomes.
- Analyse data and work with Project Leads to ensure consistency and accuracy.
- Produce reports for internal use, the board, and funders.

3. Impact and Evaluation

- Design and manage evaluations of programmes to measure social impact.
- Identify trends, risks, and learning from performance data.
- Support the development of case studies and impact narratives.

4. Quality Improvement

- Embed a culture of continuous learning and feedback.
- Lead or support quality assurance reviews and audits.
- Recommend and implement improvements based on evaluation.

5. Strategy and Planning Support

- Provide insights for strategic planning and service development.
- Contribute data and evaluation frameworks for funding applications.
- Assist in setting meaningful performance targets.

6. Collaboration & Capacity Building

- Support teams to build skills in data collection and performance tracking.
- Deliver training and provide tools to help staff use performance data effectively.



Person Specification

Essential

Experience in Operations and performance management, evaluation, or quality assurance in the third or public sector.

Strong data analysis and reporting skills.

Excellent written and verbal communication.

Proficient in performance software (e.g. Advice Pro).

Ability to work with diverse stakeholders.

Commitment to Govan HELP's values and community-centred approach.

Desirable

Experience in community, family, or children's services.

Familiarity with Scottish Government frameworks or funder requirements.

Experience in change management and organisational development.

What We Offer

A supportive and inclusive work environment.

Flexible working arrangements.

Ongoing opportunities for professional development.

To apply: Submit your CV and a covering letter outlining your suitability for the role to Steph McFadden, Head of Operations at Stephen.mcfadden@govanhelp.org

Closing Date: Monday 28th July 2025 5pm

This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties, which may have to be varied subject to the needs of the service and in keeping with the general profile of the post.

This post is exempt from the Rehabilitation of Offenders Act 1974 by the Exclusions and Exemptions (Scotland) Order 2003, and as such any appointment will be subject to them having appropriate PVG Scheme Membership.

